



# PARKERBRENT

Training for Building & Construction

## STUDENT HANDBOOK

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## Learning with Parker Brent

Thank you for considering Parker Brent as your preferred Registered Training Organisation. Parker Brent is committed to high quality education and training which places you at the centre of training delivery.

Qualifications at Parker Brent are designed to meet the needs of prospective students who are currently employed in the Building and Construction Industry such as tradespeople, employees, owner builder/renovators and those seeking a career change to develop their skills and qualifications in residential building and construction. All prospective students must reside in Victoria whilst undertaking the course. Parker Brent only deliver training and assessment in Victoria.

All students are required to obtain a construction induction training card (white card) within the first month of commencing the course with Parker Brent. Work Safe recommend that 'All people performing construction work are required to complete construction induction training and are required to have proof of having completed a general Occupational Health and Safety (OHS) construction induction training for the industry which will allow you into the premises of a worksite'. There is no expiry date on white cards. Parker Brent will accept 'red card holders'.

In this handbook you will find:

- Complaints and Appeals Policies
- Enrolment Policy and Schedule of Fees and Charges
- Information about how we deliver our training and how you will be assessed
- Information about our qualifications
- Information about Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Our code of conduct which explains how we operate our business.
- Responsibilities of all parties- student, trainer and administration staff

Parker Brent encourages individuals with disabilities to access any of our training programs.

### Scope of Registration

Parker Brent is a private RTO offering the following nationally recognised qualifications, units of competency and accredited courses:

Qualifications

- CPC40110 - Certificate IV in Building and Construction (Building)
- CPC50210 - Diploma of Building and Construction (Building)

## Program Information

The structure of each of our programs varies from qualification to qualification, see our website for detailed information. Please contact a Parker Brent RTO Delegate/Sales Consultant about the program you are interested in.

Our website and our RTO Delegates/Sales Consultants will provide information on:

- the number of units need to gain the qualification, including core and electives
- a description of each unit
- a guide as to how long it will take you to complete the program

# Unique Student Identifier - USI

## Student Information for the Unique Student Identifier

### USI...bringing your skills together

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

### *Do you need a USI?*

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- Student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [www.usi.gov.au](http://www.usi.gov.au) for more information.

## Program Delivery

At Parker Brent we aim to provide training and assessment services that are:

**Suitable:** the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies; and

**Appropriate:** the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and includes reasonable support to facilitate the individual's participation and attainment.

Depending on your employment situation and training needs, Parker Brent programs are delivered through either, Classroom based delivery or Workplace based delivery.

- At the first session the students are briefed on the course/program, the trainer will then explain how the Training Plan works, what are the Start and End dates allocated to each unit of competency.
- The Training Plan (Contract for training services) is signed by both the student and trainer acknowledging that they agree to the terms and conditions of the Training Plan/contract.

### Training Plan:

1. The name and contact details of Parker Brent
  2. Trainer/Assessor responsible for the delivery and assessment of program
  3. Code and title of the qualification
  4. Unit title and code of competencies/modules to be obtained
  5. Program Unique Supervised Hours (PUSH) hours for the program
  6. Nominal hours for each unit of competency
  7. Timeframe for achieving competency for each unit, this includes the;
    - **Unit Proposed Start Date – when unit is commenced; and**
    - **Unit Proposed End Date – when assessment tasks for the unit are due to be submitted to the trainer**
    - **Completion date- when the last learning session with the trainer will finish**
  8. Assessment details and arrangements
  9. Delivery modes to be used in assessment process
  10. Party/ies responsible for delivery and assessment of each unit
  11. Record of any RPL or Credit Transfer
  12. Signatures of the student and trainer on all copies of the training plans
  13. Notes: Any PTR/LLN actions recommended/required
- Students are also shown how to access the Student Portal that provides supportive learning materials.
  - The training and assessment is provided by trainers and assessors and at times guest speakers who have extensive industry expertise and can provide detailed technical/practical knowledge to ensure that the evidence of competency provided is relevant and accurate to building industry requirements.
  - Each unit of competency is assessed in real workplace environments from a direct supervisor/employer and in the classroom by trainer/assessor (through direct and indirect observation/evidence).
  - Parker Brent assessors will attend the students' workplace in order to directly observe tasks against each unit of competency. There will be a minimum of 4 visits to the workplace for each student. A number of units will be assessed at each visit.
  - Assessment activities require students to have access to a building site. Students that are currently working in the industry will have access to their own supervisors/employers. Where students are unable to conduct the observation at their workplace, Parker Brent will provide the option of undertaking the observation assessment at a simulated working environment in two locations (Tottenham and Dandenong) where the trainer/assessor will conduct the assessment at the facility on a Saturday morning.
  - Students do receive feedback from the trainer/teacher and assessor on Assessment Activities and if further action is required an action plan is agreed upon. The assessor then undertakes a re-assessment against the action plan items, verifying the activities and the evidence required to confirm all the requirements to deem competency were achieved.

- The training is delivered in training rooms in a central location, and students apply the skills and knowledge required in a classroom environment.
- The requirements for access to a workplace environment for construction induction and the roles of the people involved are explained.
- If you are currently employed in the Building and Construction Industry, you are required to have your trainer/assessor to validate your skills and abilities covered in each unit of competency. You will be required to have access to a building site/building office OR access to Parker Brent's simulated work environment.
- Students may appeal against the assessment outcome by notifying the assessor or by contacting the Parker Brent office. Further details of RTO policies and procedures and students' rights and responsibilities are provided in the Student Handbook or by contacting the Parker Brent office.

## Classroom based delivery

Classroom based delivery makes use of a mixture of two main delivery methods:

- Face to face classroom sessions
- Student reading, research, learning activities and assessment tasks

Depending on the chosen program, students will be required to attend classroom based sessions where a suitably qualified trainer will facilitate a range of learning experiences including:

- Case studies
- Facilitator led instructions
- Group learning activities

## How it works

After enrolment a tailored training plan will be documented, in conjunction with you and Parker Brent. This plan will detail:

- All units to be undertaken
- Proposed start and end dates
- Delivery methods
- Assessment methods

At the first training session, you and your Parker Brent trainer will discuss the requirements of the first unit. This will include:

- what learning resources should be read
- what activities should be completed
- the assessment tasks to be completed
- any work task opportunities the student should be exposed to during the coming month

After this has been discussed the trainer will then commence training on the unit/s with you.

During the program, students will be required to:

- Attend classroom based training 2 nights per week for entire course duration (34 weeks for Certificate IV and 50 weeks for Diploma) and advise the trainer if unable to attend class
- Complete the Assessment Tasks as per time frames on Training Plan, start and end dates
- Complete the Learning Activities as instructed
- Answer ALL questions in the Learning Activities and Assessment Tasks booklet
- Complete the Questionnaire at the end of each unit of competency
- Conduct the nominated research required and self-paced learning to achieve competency
- Discuss the topics with their colleagues, trainer/assessor
- Read the Learning Resources
- Participate in class activities designed to enhance learning
- Review how the process is completed in their workplace
- Talk to people in the industry about their knowledge and experiences
- Submit all assessments to the Trainer

Students receive feedback from the trainer and assessor on assessment activities and are provided with support where required.

## Workplace based delivery (if applicable)

If you are currently working in Building and Construction, Parker Brent has developed a workplace delivery model to meet your training needs.

This training program is delivered via self-paced learning, where you are given the opportunity to apply your skills and knowledge on the job and undertake workplace based activities under the guidance of a Parker Brent trainer and nominated workplace supervisor.

The training is delivered as a combination of:

- Student reading, research, learning activities and assessment tasks
- on-the-job skill based training in conjunction with workplace supervisor
- training review sessions conducted with a Parker Brent trainer

It combines trainer led one-on-one sessions at the workplace, on-job training with the employer, as well as self-directed learning through the use of a comprehensive workbook and individual research.

You are provided with training materials for each unit, including theoretical knowledge, self-directed exercises, and reference materials. You are expected to manage time effectively in order to progress through units at an appropriate pace.

Assessment of competency will be made through workplace projects, the completion of workbooks activities and tasks, question and answers.

### How it works

After enrolment a tailored training plan will be documented, in conjunction with you, your employer and Parker Brent. This plan will detail:

- all units to be undertaken
- proposed start and end dates
- delivery methods
- assessment methods

At the first training session, you, your nominated supervisor and Parker Brent trainer will discuss the requirements of the first unit, or group of units. This will include:

- what learning resources should be read
- what activities should be completed
- the assessment tasks to be completed
- any work task opportunities the student should be exposed to during the coming month

After this has been discussed the trainer will then commence training on the unit/s with you. This will usually take about an hour.

You, with the support of your workplace supervisor as well as telephone and email support through Parker Brent, will then work on the learning activities, reading and assessment tasks that have been given to you to complete. An agreed date for the next visit will have been set, and this date will generally be the due date for all work to be completed.

Subsequent meetings will follow a similar format to the first meeting, but will also include an assessment element. This may involve the Parker Brent trainer:

- discussing your performance with the workplace supervisor
- observing you perform certain tasks in the workplace
- discussing the completed assessment with you and record your progress

“Work Placed Based Roles and Responsibilities on page 8 of this handbook”

## **Work Place Based Roles and Responsibilities (if applicable)**

### **Parker Brent Trainer/Skills First Teacher:**

The Parker Brent trainer/Skills First Teacher has a responsibility to deliver training to and to assess your competency as per the documented training plan.

They should:

- Arrange student support services if required
- Discuss any shortfall in progress with the individual to seek solution
- Document completion of competencies as per Parker Brent Policies and Procedures
- Keep the employer informed on the progress of the student and feedback any difficulties that may be occurring, such as the student not completing assigned work between visits
- Maintain confidentiality where required
- Maintain student enthusiasm and momentum to measure progress
- Visit with both parties on a scheduled monthly basis
- Complete marking student assessments within 2 weeks of receipt

### **You (student):**

You have the responsibility to ensure you successfully complete the program by:

- Abide by the student code of behaviour at all times, see page 20 of this document
- Advising your Trainer of any change in your circumstances, (i.e.: change of contact details, address, issues that may affect your ability to complete learning program)
- Attending any off the job training sessions where arranged (if required)
- Completing the agreed tasks as set out by the Trainer in between visits
- Completing the work required of you by the trainer by the due dates specified in the Training Plan
- Seeking assistance/advice from your trainer or supervisor if you are unsure of how to do a task
- Working in a safe manner as per under WH&S regulations/legislation

### **Workplace Supervisor/Employer:**

The employer, through the nominated workplace supervisor, is responsible throughout the program for the following:

- Contact the Trainer, in advance, if they need to cancel a scheduled visit, i.e., trainee is absent
- Ensuring sufficient time is allocated for visits with the Trainer
- Ensuring that you are completing the competencies and are signing these off
- Ensuring the Company has in place an approachable line of communication for you should you have any queries or concerns
- Provide a safe work environment that meets the requirements of Workplace Health and Safety regulations/legislation
- Providing suitable and adequate resources for participants to increase their knowledge and skills
- Providing the necessary on-the-job training support
- Relaying information to the Trainer where necessary, i.e., change of details, withdrawal etc.
- Releasing you from your 'normal' work routine to experience new work tasks in order to develop their skills and knowledge.



## Program Assessment

In order to be issued a qualification you must first successfully complete a number of Learning Activities and Assessment Tasks for each unit you study. Attending classes is not sufficient in itself. Assessment tasks include the following:

- Classroom Projects
- Portfolios of work based evidence (if required)
- Written Assignments
- Written Questions

If you only complete some units then you will receive a “Statement of Attainment” to confirm which units of the course you have successfully completed. This statement can be used at a later date to help you claim credit should you wish to return to your studies.

Parker Brent will at all times conduct assessments which:

- Are equitable for all persons, taking account of cultural and linguistic needs
- Comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses
- Comply with the principles of assessment, including validity, reliability, fairness and flexibility;
- Inform you of the context and purpose of the assessment and the assessment process
- Involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained
- Lead to the issuing of a Statement of Attainment or Qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course.
- Provide feedback about the outcomes of the assessment process and guidance on future options
- Provide access for reassessment on appeal
- Upon completion of the assessment, you will be given access to your assessments after they have been processed
- Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.

## Recognition of Prior Learning and Credit Transfer

There are different terms used to refer to the recognition of an individual's previous learning and current skills. These include Recognition of Prior Learning (RPL), Credit Transfer (CT) and National Recognition.

<b>Recognition of Prior Learning</b>	is a form of assessment used to determine whether a person has achieved through formal or informal learning and experience, the required skills and knowledge to be able to demonstrate competence in a unit or units
<b>Credit Transfer</b>	is recognition and acceptance of records of results and statements of attainment issued by other bona fide RTO's enabling credit for studies previously completed. This is used where units of competency that have been previously completed have an identical unit code.
<b>National Recognition</b>	is recognition and acceptance of records of results and statements of attainment issues by other bona fide RTO's, enabling credit for studies previously completed. This is used where units of competency that have been previously completed have been superseded and replaced by an updated version of that unit, where equivalency is maintained.

Parker Brent will ensure that you're learning and skills are recognised, irrespective of how or where they have been acquired. You may apply for recognition of your learning and skills by supplying evidence of:

- Non-accredited training you have undertaken
- Recognised training you have previously completed
- Work and life experiences

Your application should be completed on the prescribed Parker Brent form and include:

- Academic history
- Current and past employment status
- Reason for learning and development
- Recognition of Prior Learning/Credit Transfer/National Recognition for previous training completed

At the time of application you will be told which documents to present. You may be invited to attend an interview to discuss the application and further information/documentation may be requested.

Where applicable, exemptions/credits will be given and recorded, and Qualifications/Statements of Attainment issued. If you don't agree with the outcome of any recognition you apply for you may appeal the decision. The Complaints and Appeals process is explained later in this handbook.

If you wish to discuss your eligibility to apply for RPL, please contact Parker Brent for further information.

## How to Enrol

If you want to enrol in a course with Parker Brent, please give us a call to arrange an appointment. A Parker Brent RTO Delegate/Sales Consultant will meet with you to:

- Conduct a Pre Training Review/LLN Evaluation
- Help you find the right course that is suitable and appropriate for your needs
- Run through the course, providing an overview of program
- Evaluate your ability to receive Government Funded training
- Provide a detailed Statement of Fees for the course/program
- Assist you to complete the enrolment form
- Discuss costs, payment options (including available funding), cancellations and refunds
- Determine whether or not you will need any additional support
- Discuss RPL and Credit Transfer options
- Discuss delivery mode and assessment methods
- Discuss our policies and procedures and our Code of Conduct
- Explain the level of commitment and self-paced learning required to undertake a course with Parker Brent

A course schedule and Training Plan will be provided to you at the time of course commencement which will provide start and end dates for each unit within the program.

## Fees and Charges

### Invoicing and payments

A Statement of Fees will be provided to students upon acceptance of their application. Statement of Fees will provide each student an accurate indication of their fees based on individual circumstances including taking into consideration Recognition of Prior Learning (RPL) and Credit Transfer (CT).

Upon enrolment, Parker Brent will invoice you for your initial fee instalment as discussed at your Pre-Training interview, which must be paid prior to course commencement.

All courses require a payment or minimum deposit on enrolment. However, if your total payable fees exceed \$1,000, you will be expected to pay an initial deposit of \$1,000.

The remainder of the fees will be proportioned equally over the balance of the course, the outstanding amount will be divided by the duration of the course, paid in the monthly instalments after training has commenced.

Under NO circumstances are the student/client instalment amounts to exceed more than \$1,500 at any given time.

Parker Brent will provide applicant with an invoicing and payment schedule (if applicable) for all remaining course fees.

Certificates and Statements of Attainment will not be issued to any individual unless they have a verified Unique Student Identifier (USI) from 1<sup>st</sup> of January 2015 and the student tuition fees current and outstanding have been paid in full.

Individuals who are enrolled in government subsidised training programs will be charged Tuition Fees for the hours of training they are enrolled in (according to our fees and refund policy).

Payment Methods: Credit card, Electronic Funds Transfer (EFT) cash, Cheque

## Course Fees

Parker Brent has documented all program fees in the Parker Brent Fee Information provided by your RTO Delegate/Sales Consultant also available on the web home page which outlines:

- Full Fees
- Funded fees for eligible funded students, including concession and funded enrolment (“This Training is delivered with Victorian and Commonwealth Government funding”)
- Course Materials, RPL, Replacement Certificate, Reassessment, Invoice and Payments, Complaints and Appeals, Cancellation Policy, Refund Policy

Participants who access the 2018-19 Standard VET Funding Contract- Skills First Program (funded training programs) must be aware that accessing this program may impact on their ability to access further government funded programs in the future.

## Course Materials

There are no other fees applicable for amenities, materials or text books, the Australian House Building Manual 8<sup>th</sup> Edition is provided for Certificate IV program where required. All resources and learning materials will be available on the student portal. However, if a student requests hard copy material, a charge of \$150 (including GST) will apply. This fee will still apply whether material is requested pre or post enrolment.

## Promotional Fees

Parker Brent will provide promotional fees to students who have completed their ‘CPC40110 Certificate IV in Building and Construction (Building) and who would like to continue their study pathway in the CPC50210 Diploma of Building and Construction (Building). The enrolment into the Diploma course must occur within 6 months of completing the Certificate IV with Parker Brent. Parker Brent reserves the right to discontinue promotional offers at any time.

## RPL Fee

RPL will be charged on a fee-for-service basis. RPL charge rate of \$500 per unit of competency for the Certificate IV and \$600 per unit of competency for the Diploma. You will need to apply at the time of application.

## Replacement Statements of Attainment and Awards

On completion or partial completion of your course/unit of competency, a Certificate or Statement of Attainment will be issued within 28 days of completion. In the event that you misplace your Certificate or Statement of Attainment you can contact Parker Brent to request a replacement. Parker Brent will charge \$50.00 (inc GST) for the reissuing of Certificate and/or Statement of Attainment.

## Reassessment

In the event that you are deemed ‘Not Yet Competent’ at the conclusion of a unit you are entitled to up to two additional attempts. If after a total of THREE (3) attempts you remain not yet competent you have the following option available to you:

- Undertaken further assessment attempts at the cost of \$150 per attempt

## Refunds

Refund policy:

- If a full fee or funded student cancels the course within the first MONTH of commencing, a refund will apply, less the administrative charge of \$120 (including GST). The student MUST return learning materials (USB and Textbook if applicable) or an additional fee will apply of \$40 (including GST).
- If a full fee or funded student cancels the course within the first MONTH of commencing, and does NOT return learning materials, a refund will apply to course fees paid, less a charge of \$160 (includes administration and course materials fee). All future invoices will be cancelled.
- If a funded concession fee student cancels the course within the first MONTH of commencing, no refund will apply as the total amount payable is less than the administrative charge of \$120. It is expected that the student returns learning materials (USB and textbook if applicable).
- If a student cancels the course after the first MONTH of commencing, NO refund will apply.

## Withdrawals

### Date of withdrawal

The date of withdrawal is determined from:

- a. The date of formal withdrawal request or
- b. Where there is no formal withdrawal request, the date of the last engagement with their Trainer
- c. Where Parker Brent have withdrawn a student from a program

### Where a student withdraws from a program

Where a student withdraws or discontinues from a course (qualification) prior to completion, they must notify their Trainer and Parker Brent office staff in writing (email or letter).

### Where Parker Brent withdraws a student from a program

Parker Brent have the ability to withdraw a student based on the following conditions:

- a. When the student has not participated in two consecutive class sessions without any notification to their Trainer or Parker Brent office staff; and/or
- b. Withdrawal will be determined based on whether students have less than 80% attendance rate throughout the duration of the qualification; and/or
- c. If a student assessment has NOT been submitted within two (2) weeks of the proposed completion date (of that unit).

If a student has not submitted an assessment after two (2) weeks of proposed completion date and has provided a legitimate reason for non-submission (at the discretion of Parker Brent), an extension may be considered.

Where the student fails to meet extension requirements, the student will be advised in writing.

Once a student has been withdrawn from a program, a withdrawal confirmation email will be sent to the student to advise them that they have now been officially withdrawn from the course and to confirm postal address for the Statement of Attainment (SOA). The Statement of Attainment will be issued within 28 days of the withdrawal date.

### Requirements for withdrawal confirmation

For all withdrawals, a confirmation from the student in writing by letter or email is required. The following conditions apply if the student wishes to re-enrol:

- All current fees will be refunded where applicable (in accordance with the Fees and Refund Policy)
- If a student wishes to re-enrol, fees will be charged again
- The choice of class location may be limited at the time the student wishes to re-enrol into the course
- The student will need to complete a new Enrolment and Evidence of Eligibility documents at the time of re-enrolment
- Please contact your trainer if any changes occur before or during course commencement.

### Where Parker Brent cancels or suspends the class or program

In the unfortunate event that Parker Brent cancels or suspends a class, all students will be notified by phone call or sms prior to class commencement. Please note, classes will not commence unless class numbers are satisfied and the commencement date may be subject to change.

In the unfortunate event that Parker Brent cancels or suspends a program, you will have the option to:

- Transfer to another program
- Receive a refund of all enrolment and any materials fees paid

## Cancellation Policy

In the event that you change your mind, or for other reasons need to cancel your course enrolment, the following will apply:

- Applications for withdrawal/cancellation must be made in writing (Letter or E-mail), refund as per policy
- Course fees may be transferred to other individual upon the request of the employer

## Legislation

Parker Brent ensures that it complies with Commonwealth and State legislation and regulatory requirements relevant to its operations and that these are integrated into our policies and procedures where required.

As a student at Parker Brent you need to ensure that you are aware of your legislative rights and responsibilities in regard to:

- Equal Opportunity Act 2010 - Anti-discrimination, Equal Opportunity, Racial Vilification, Disability Discrimination Acts, Workplace Harassment, Victimisation and Bullying
- Information Privacy Act 2000
- Electronic Transfer (Victoria) Act 2000
- Work Health and Safety Act 2011
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Education and Training Reform Act 2006
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Australian Privacy Principles (APP) 2014

An overview is provided below.

All state and territory legislation can be located and downloaded at [www.austlii.edu.au](http://www.austlii.edu.au)

Staff of Parker Brent must participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER)

Students of Parker Brent may also receive an NCVER Survey and/or an invitation to participate in a Department of Education and Training endorsed project and/or being contacted by the Department for audit or review purposes.

### Occupational Health and Safety

Parker Brent is committed to providing a safe and secure place for staff, students and visitors to work and learn and in doing so complies with all OHS legislative requirements.

We recognise that health and safety is an integral part of every activity we perform, and as such will comply with the *Occupational Health and Safety Act (2004)*, related legislation and industry standards, with the aim of preventing workplace injury and illness. By implementing policies and procedures Parker Brent will ensure that it is meeting its legal obligations in minimising risks to the health and welfare of staff and visitors.

More information on Occupational Health and Safety Issues can be obtained from:

WorkCover  
Level 24, 222 Exhibition Street  
Melbourne, Victoria, 3000  
Telephone: 1800 136 089 (toll free) or (03) 9641 1444

[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au) – This is the website for Worksafe Victoria. They are the Victorian WorkCover Authority who are responsible for safety programs, information and training activities, advice on safety and health matters and workers compensation and rehabilitation.

[www.safeworkaustralia.gov.au/sites/SWA](http://www.safeworkaustralia.gov.au/sites/SWA) – This is the website for the Australian Safety and Compensation Council. Their role is to:

- Safe Work Australia leads the development of national policy to improve work health and safety and workers' compensation arrangements across Australia.
- encourage policy discussion and research
- promote consistency in legislation developed by states and territories

### Harassment, Victimisation & Bullying

Parker Brent is committed to providing a workplace and learning environment that is free of harassment, victimisation and bullying. Workplace harassment, victimisation and bullying are unacceptable and will not be tolerated under any circumstances. They may cause emotional damage, reduce morale and subsequently the loss of trained and talented employees.

Examples of bullying include yelling, abusive language, continually criticising someone, isolating or ignoring someone, imposing unnecessary pressure with overwork or impossible deadlines and sabotaging someone's work, or their ability to do their job by withholding vital information and resources.

Bullying is usually behaviour that is repeated over time, but may result from a single act. Parker Brent encourages you to report harassment, victimisation and bullying. The procedure for doing is as follows:

Tell the person(s) involved that you find their behaviour offensive and that it's against the law. Insist that they stop IMMEDIATELY.

**If they don't stop immediately, report it to:**

- The trainer/assessor, or if this person cannot be approached, contact the Training Manager on office phone number 1300 773 737 or (03) 9088 6300, who, by law, must act quickly if harassment, victimisation or bullying is brought to their attention.

The person you report it to must take the complaint seriously, act quickly and confidentially to investigate the incident. They must listen to both sides, and if they believe harassment, victimisation or bullying has occurred, they must report the incident immediately.

You will not be harassed or victimised for having made the complaint, nor will any witnesses or other parties involved in this incident.

If the matter is not resolved to the satisfaction of all parties, the complaint can be formally lodged with the Victorian Equal Opportunity Commission on [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

All parties will keep the incident confidential, sharing details of the incident only with those involved in resolution of the incident.

## **Anti-discrimination and equal opportunity**

In Australia national and local laws cover equal employment opportunity and anti-discrimination in the workplace. This also extends to behaviour in the training room and the operations of Parker Brent as an RTO. All staff and students are required by these laws to create an environment free from discrimination and harassment. It's important that you, as a student of Parker Brent, understand your rights and responsibilities under human rights and anti-discrimination law in Australia.

The importance of preventing discrimination is also stressed in the principal objects of the *Workplace Relations Act 1996 (Cth)*, which refers to respecting and valuing the diversity of the workforce by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

### **Our responsibilities**

Parker Brent takes reasonable precautions to provide a safe work and learning environment free from discrimination and harassment. To fulfil our obligations we:

- ensure that appropriate action is taken to address and resolve complaints
- have active executive management support
- have developed and promote an equal opportunity policy
- have established an effective complaints handling procedure

This policy was developed using the information found on the following web sites:

[www.business.gov.au](http://www.business.gov.au)

[www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

We encourage both students and staff to read further information by visiting these web sites.

## **Vocational Education and Training**

Parker Brent is committed to providing its clients with quality vocational education and training. Directly governing our operations are the:

- Australian Quality Training Framework—AQTF 2010
- Education and Training Reform Act 2006
- Education and Training Reform Regulations 2007.
- Education and Training Reform Amendment (Dispute Resolution and Student Welfare Scheme) Regulations 2013.
- Skills First Quality Charter
- VRQA Guidelines for VET providers
- 2018-19 VET Funding Contract- Skills First Program (Standard)

## Privacy

Parker Brent considers your privacy to be extremely important. As such, we have in place a Privacy Policy, which ensures that we meet our obligations under the National Privacy Principles that guide and regulate the collection, management, storage and disposal of personal information. This policy sets out the way in which Parker Brent handles and protects your personal information.

## Personal Information

Personal information held by Parker Brent may include names, date of birth, place of birth, current and previous addresses, telephone/mobile phone number, e-mail address, nationality and/or academic record and/or employment information.

This information is collected upon enrolment, it will also include evidence of assessment outcomes for the courses you are enrolled in or have completed.

We will only use the personal information you have chosen to provide for the purpose for which they provided it. We will not use it for any other purpose without your express consent.

In general, personal information may be used in order to:

- Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures
- Inform you of ways in which the educational and training courses could be improved
- Provide the educational and training services required, as directed by the Regulatory authorities
- Research and develop our courses to reflect best practice industry standards

## Storage of Personal Information

Parker Brent is required to retain student records of attainment of units of competency and qualifications for a period of 30 years. Over the 30 year period, this information is stored in both electronic and paper based format. Our student database is password protected, backed up nightly and virus protected to help guard us against the loss, misuse or destruction of the information. Access to this central information can only be gained by authorised Parker Brent staff.

## When We Disclose Personal Information

On occasion, and as required by law, Parker Brent may disclose your personal information to external organisations such as VRQA, providing they are aware of and agree to comply with our Privacy Policy.

These organisations include:

- Government and regulatory authorities such as: DEEWR (Department of Education, Employment and Workplace Relations); VRQA (Victorian Registration and Qualifications Authority); the Department of Education and Training and the National Centre for Vocational Education Research (NCVER)
- Our professional advisers including Accountants, Auditors, Lawyers and VET Consultants

We may also disclose personal information to comply with subpoenas, court orders and other legal processes if required by law.

## Student responsibilities

Parker Brent takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

However, the accuracy of that information depends to a large extent on the information provided. It is your responsibility to:

- Advise us of any errors in your personal information
- Keep us up-to-date with changes to personal information such as your name and address

## Rights to access personal information

You have a right to access your personal information. If they would like to do so, you should contact Parker Brent in writing either to the Training Manager or Business Manager (Level 17, 390 St Kilda Road, Melbourne Vic 3004). This is to protect your information and to help us ensure that the information is not being released to persons other than the person to whom the information relates.

Under normal circumstances Parker Brent will provide you with access to your personal information within 30 days of receiving this request.



## Access and Equity

Parker Brent provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students.

We are committed to the principles of access and equity and will apply these principles and provide timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

These principles are:

- Access for all people to appropriate quality vocational education and training programs and services.
- Equality of outcome within vocational education and training for all people, without discrimination.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.
- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.

Training, advertising and informational services will be constructed in a manner which enables the Access and Equity of all individuals from diverse backgrounds. This will include a commitment to using accessible English, free of cultural, racial or gender bias.

## Child Safety Standards

From 1 January 2018, all staff at Parker Brent are expected to be aware of the Child Safety Standards. These standards were introduced by the Department of Education and Training to improve the way organisations that provide services for children prevent and respond to child abuse that may occur within the organisation. Even though Parker Brent does not provide services for children, all staff and students are required to understand these standards. Please refer to the link to the factsheet below for more information:

[www.education.vic.gov.au/Documents/about/programs/health/protect/GuidanceForTAFEsRTOs\\_PDF.pdf](http://www.education.vic.gov.au/Documents/about/programs/health/protect/GuidanceForTAFEsRTOs_PDF.pdf)

## Plagiarism and Cheating

Plagiarism and cheating is unacceptable and there are penalties for it.

Plagiarism is a form of cheating and involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer based material)
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student
- summarising another person's work
- using or extracting another person's concepts, experimental results, or conclusions

**It is also unacceptable for you to assist another student to plagiarise by lending an assignment, so that it can be copied and handed in as another student's work.**

If you are preparing a group assignment, it is necessary to discuss and plan together. However, you should always write assignments individually so that there is no suggestion of cheating. All students, in both group and individual assignments, must acknowledge information from other sources.

## Consequences

If you submit work that has been plagiarised or you are caught cheating you will not be assessed. Where possible, you will be given an opportunity to re-submit your assessment. If acceptable, the second submission will be assessed and included in your final results. If you do not submit further work for assessment, no grade will be given for that assignment task, a Not Satisfactory (NS) recorded.

Any staff member who suspects an instance of plagiarism or cheating will report the situation to the Training Manager. It will be determined if the case warrants more than a warning. If so, you will be informed in writing of the nature of the complaint and informed of the disciplinary policy and procedure.

Under all circumstances where the Training Manager finds that plagiarism or cheating has occurred, a Breach of Discipline form will be added to the your file. You will be given the opportunity to add a comment to the record and will be asked to sign the form. A copy of the form will also be given to you.

### **Unit Assessment Record (UAR)**

All assessment tasks have a cover sheet which should be signed and attached to your completed task and submitted. This cover has sheet has **'Statement of Authorship'** which states that the work is your own, and that all material from other sources has been acknowledged, you **MUST SIGN** this form.

### **Strategies to Avoid Plagiarism**

To help avoid plagiarism you can:

- Always include details of the text when taking notes – author, date, title, publisher, page number – so you can include these in your referencing. (Ref: Duke University Libraries 2004)
- Check your paraphrase against the original text to be sure you have not accidentally used the same words, and that the information is accurate.
- Paraphrase, but be sure you are not just rearranging or replacing a few words.
- Use quotation marks for everything that comes directly from another source when taking notes.

Parker Brent seeks to minimise plagiarism and cheating by:

Supporting staff and students in identifying and acknowledging the difference:

- Informing students of Parker Brent's Plagiarism and Cheating Policy.
- Knowledge or information that is a creation or application of someone else's work (original source material)
- Knowledge that is learned, acquired or found;

### **Detecting plagiarism and cheating**

It is important you are aware that Parker Brent has processes in place to actively detect plagiarism and cheating.

Parker Brent is committed to the following steps to encounter the incidence of plagiarism and cheating:

- Be vigilant in the detection of plagiarism
- Checking the use of referencing in all submitted assessment tasks
- Ensure assessments are conducted by suitably qualified assessors
- Ensure that only assessment accompanied by a completed copy of the Unit Assessment Record (and sent from a recognised email address in the case of email submission), is accepted
- Ensuring that students understand the difference between cooperative learning, group work and collusion.
- Information about referencing requirements that are relevant to the discipline area
- Provide transparent and consistent feedback to students about issues relating to referencing
- The provision of examples of appropriate referencing techniques and practice

Parker Brent Assessors are required to:

- Maintain confidential records of previous breaches
- Report and investigate suspected breaches immediately and report to Training Manager

You are required to:

- Know your responsibility in regard to Plagiarism and Cheating as detailed here in the Student Handbook
- Reference all assignments for submission appropriately
- Seek advice and support from trainers if unsure about anything that may be Plagiarism

## Complaints and Appeals

Parker Brent is committed to providing you with a complaints, appeals and reassessment process that is transparent and easily accessed on the Parker Brent website [www.parkerbrent.com.au](http://www.parkerbrent.com.au)

If you wish to lodge an appeal or complaint, an approach, either formal or informal, will need to be made by you (or a nominated representative chosen by you) to your trainer/assessor, or other Parker Brent staff member.

**Complaint** – Issues relating to Training Delivery and Assessment, Quality of Learning, Student Safety, Amenities, Sexual Harassment or Discrimination.

**Appeal** – Refers to judgement of assessment outcomes, i.e.; you dispute the trainer/assessors competency decision.

Any formal complaint should be forwarded in writing to Parker Brent using the 'Record of Student Complaints and Appeals' to the Training Manager.

All attempts will be made by Parker Brent to resolve the complaint internally with all parties involved within 48 hours. The complaint will be reviewed and possible outcomes discussed with the student.

Where an agreed outcome is reached, this is documented on the Record of Student Complaints and Appeals and signed off by both the CEO and your and a copy given to you, a copy placed on your file and the original kept in the complaints and appeals folder.

If, however, the complaint cannot be resolved internally, the matter will be referred to an independent third party within 14 days.

Matters will be referred to:

Dispute Settlement Centre Victoria  
4/456 Lonsdale St  
Melbourne VIC 3000  
Tel: 1300 372 888

[www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

You can be represented by a third party in all discussions.

From January 2015, students are able to make a complaint via the National Training Complaints Hotline 133873 or make a complaint to the VRQA by completing online complaints forms, completing the printable complaint form and post/fax to the VRQA or writing a letter and post/fax to the VRQA. Complaints to the VRQA must be made in writing. If, for reason of disability you cannot make a complaint in writing, you can make a complaint by phone or in person.

Upon a decision being agreed, the outcome is documented on the 'Record of Student Complaints and Appeals' form and signed off by both the Training Manager and Student and a copy given to the student, a copy placed on the student's file and the original kept in the complaints and appeals folder.

## Student Code of Behaviour

To ensure that you are able to study in a safe and secure learning environment free from discrimination and bullying we have developed a Student Code of Behaviour. This Code requires that the following rights are respected and responsibilities adhered to at all times:

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
2. The right to be free from all forms of intimidation.
3. The right to study in a safe, clean, orderly and cooperative environment.
4. The right to have personal property (including computer files and student work) and Parker Brent property protected from damage or other misuse.
5. The right to have any disputes settled in a fair and rational manner through the Student Complaints and Appeals Procedure.
6. The right to work and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to be treated with politeness and courteously at all times.
9. The responsibility to ensure that all personal electronic equipment will be turned off prior to entering a training session.
10. The responsibility of students to comply with the 'Student Alcohol Policy' which states the consumption of alcohol or intoxication whilst under classroom/training settings will be prohibited. Students that fail to comply will be asked to leave the classroom immediately.
11. The responsibility to ensure that all attendance and assessment requirements are met on time as per Training Plan details.
12. The responsibility to ensure that all work submitted is your own work and not plagiarised in line with Parker Brent policy on plagiarism.
13. The responsibility to inform trainer if you are unable to attend scheduled training.

In the event that you breach the Student Code of Behaviour disciplinary action can be taken by the Training Manager.

The following process will be implemented:

1. A member of Parker Brent staff will contact you in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on your student file.
2. Where the issue or behaviour continues, you will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
3. If the issue or behaviour continues you will be provided with a formal warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
4. After the above three steps in the Parker Brent disciplinary procedure have been followed, and the issue or behaviour still continues, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.
5. At any stage of this procedure students are able to access the Complaints and Appeals Procedure located on the Parker Brent web home page to settle any disputes that may arise.

# Code of Conduct

## Our Trainers and Assessors

To ensure that you receive the highest quality training services we can offer, Parker Brent will:

- Ensure that our trainers and assessors:
  - Have an approved training and assessment qualification as directed by the Regulatory and Legislative authorities
  - Have the relevant vocational competencies need to be able to deliver your chosen qualification
  - Have relevant industry experience and industry currency
  - Have both training and assessment experience
  - Undertake regular professional development activities in order to improve their own skills and knowledge
- Ensure that responsibility for the management of Recognition of Prior Learning and Credit Transfer applications and assessments is clearly identified and undertaken by a person or persons with appropriate qualifications and experience
- Ensure that staff are fully conversant with the principles of Access and Equity and other Parker Brent policies and procedures
- Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with appropriate qualifications and experience

## Delivery of Training

Parker Brent is committed to ensuring that the training services we provide meet the needs of all students and meet the requirements of the relevant Training Packages. To do this Parker Brent will:

- Ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to you
- Ensure that training and assessment occurs in line with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for course delivery and assessment
- Ensure you have equal access to undertake the various programs within our Scope of Registration
- Provide flexible learning and assessment activities to ensure your successful completion of the program
- Provide assistance in developing your language, literacy and numeracy skills if required
- Provide support and guidance to all individuals throughout the duration of their learning program

## Continuous Improvement

Parker Brent is committed to continuously improving on how we deliver and assess learning programs, to assist us in recognising our strengths and weaknesses we conduct Student Feedback surveys at regular intervals. The Surveys are listed below, you may be asked to provide feedback on training experience with Parker Brent, and your responses will enable us to continuously improve on our operations.

- Quality Indicators (QI) – Federal government requirement on training services delivered
- Student Feedback Forms – distributed at 4 weeks and 6 weeks before completion
- Student Services – Phone call or meeting request from Training Administration Assistant

## Student Safety and Security

### Student support services

The Training Manager, teaching staff and administrative staff of Parker Brent are available to provide general advice and assistance with matters such as studying, homework and counselling. If you require special or intensive assistance you must contact the Training Manager who may refer you to external support services if required. You will not be charged for support provided by Parker Brent, or for referral to an outside agency. However, students referred to outside agencies will have to pay for services provided by that agency.

If you require assistance with your training you should contact your trainer in the first instance or contact the Training Manager.

### Student Safety and Security

Parker Brent is committed to providing you with a safe and secure learning environment and provides the following:

- If students feel unsafe in any way they should speak with their trainer
- No classes before 0800 hours (8.00am) or after 2200 hours (10.00pm) on any given day
- Venue Safety checks conducted on all venues, all venues must be located in well-lit areas

## Parker Brent Contact Details

All Parker Brent staff are contactable through the main reception number, or via email:

**Head Office: Level 17, 390 St Kilda Road, Melbourne VIC 3004.**

**Email: [info@parkerbrent.com.au](mailto:info@parkerbrent.com.au)**

**P: 1300 77 37 37**

**P: (03) 9088 6300**

**Thank you for choosing Parker Brent as your Accredited Training provider.**